cutta Telephones (South area), 168 complaints regarding faulty telephones and 41 complaints regarding non-execution of work orders were received from individual subscribers.

All the 168 telephones have since been attended to 7 work orders out of 41 have already been executed and the work is in progress to execute the remaining work orders.

Besides the above individual complaints, the following general points were also discussed.

(i) Problems of billing i.e. excess billing, notice for disconnection for non-payment of bills and provision of cheque collection boxes in the exchanges.

(ii) Problems in meeting the Commercial Officers.

(iii) Unhelpful attitude of subordinate staff.

(iv) Inconvenient visiting hours in meeting the officers for redressal of grievances.

The problem regarding excess billing was explained to the subscribers in detail and the arrangements for collection of cheques exist in different exchanges.

The officers are generally available during the visting hours i.e. at 3 P.M. to 4 P.M. Those subscribers who are not in a position to meet the officers during the prescribed visiting hours can meet them at any other time with prior appointment. The subscribers were also requested to meet the concerned Divisional Engineer or S.D.O.

Mismanagement in DMT office at Faridabad

1188. SHRI GHUFRAN AZAM : Will the Minister of COMMUNICATIONS be pleased to state :

(a) whether Government are aware of growing mismanagement in the DMT office at Faridabad resulting in defective functioning of telephone exchanges, wrong billing to telephone subscribers and non-redressal of complaints of telephone subscribers of this capital region industrial town;

(b) whether it is also a fact that certain officials of the DMT office at Faridabad are involved in vigilance cases on various counts and are often not available to hear public grievances during normal office hours; and

(c) if so, whether Government propose to inquire into the functioning of this DMT office to streamline its working in the public interest and to safeguard interests of telephone subscribers, if so, the details thereof ?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU) : (a) The Government is aware of the complaints. However, the services appear to be satisfactory as assessed by Standard Performance Parameters in respect of wrong billing complaints and call success rate.

(b) Yes Sir, some officials are involved in vigilance cases but the designated officials are normally available to hear public grievances during office hours.

(c) Monitoring of the functioning of DMT office is being regularly done. The steps taken to streamline the working are :

(i) A new officer of the level of G.M. Telephones has been posted at Faridabad to initiate quick remedial action;

(ii) Telephone Adalats and open house sessions will be held periodically to redress the grievances;

(iii) Disciplinary action has been initiated against the guilty officials.

Expansion of Ballabhgarh telephone exchange

1189. SHRI GHUFRAN AZAM : Will the Minister of COMMUNICATIONS be pleased to state :

(a) whether there is any proposal under Government consideration for expansion of the present capacity of Ballabgarh telephone exchange located in Sector 6, of Faridabad to meet the demand of new telephone applicants;

(b) if so, the details thereof and the present position in this regard;